121000TP227S
USER'S MANUAL

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FEATURE LIST

1. Large, backlit LCD with adjustable contrast
2. Memory Dialing
   a. 5 One-Touch Memory buttons
   b. 10 Two-Touch Memory buttons
   c. 99 Entry Directory (Stores name and number)
3. Stores 50 incoming calls
4. Stores 15 outgoing calls
5. Caller ID Type 2 (Caller ID on Call Waiting)
6. Message Waiting Indicator
   a. FSK
   b. Stutter Dial Tone
   c. 90V
   d. 24V
7. Voice Mail Button
8. New Call Indicator
9. Flash
10. Mute with Indicator
11. Release
12. Hold with Indicator
13. Pause
14. Enhanced Redial (Redial any of last 15 numbers dialed)
15. Speakerphone
16. 2.5mm Headset Jack
17. Headset Button with Indicator
18. Clock and Calendar
19. Call Timer
20. Three Languages (English, French, and Spanish)
21. Adjustable Ringer Volume and Cadence
22. PBX Access Code
23. Long Distance Access Code (LDS Code)

SAFETY INSTRUCTIONS

To reduce the risk of fire, electrical shock, and injury, please follow these basic safety precautions before you use this equipment.

1. Carefully read the instructions in this manual.
2. Follow all warnings and instructions marked on the unit.
3. When cleaning, unplug the telephone jack from the wall outlet. Use a damp cloth. **DO NOT** use liquid or aerosol cleaners.
4. Do not use this equipment near water, eg: near a kitchen sink, bathtub, swimming pool or in a wet basement.
5. Install in a protected location. Ensure all lines and cords are away from foot traffic. **DO NOT** place objects on the line cord that may cause damage or abrasion.
6. Avoid spilling any liquid on the unit. This may cause internal shorting, fire or shock and is not covered under your warranty.
7. Do not overload wall outlets and extension cords as this can result in the risk of fire or electrical shock.
8. Never push objects of any kind into this telephone as they can touch dangerous voltage points or short out parts that could result in a risk of fire or electrical shock.
9. Take the phone to a qualified technician when it requires repair work or service. To reduce the risk of electrical shock, do not disassemble the telephone. Opening or removing covers can expose you to dangerous voltages or other risks. Incorrect re-assembly can cause electrical shock during subsequent use.
10. Avoid using the telephone during an electrical storm. There can be a slight risk of electrical shock from lightning.
11. **DO NOT** use the telephone to report a gas leak, if in the vicinity of the leak.
12. Unplug this telephone from the wall outlet and refer servicing to qualified service personnel under the following conditions:
    - If liquid is spilled into the unit.
    - If the unit is exposed to rain or water.
    - If the unit does not operate normally by following the operating Instructions.
    - If the unit is dropped or the casing is damaged.
    - If the unit exhibits a distinct change in performance.

INTRODUCTION

Box Contents

The box should contain the following items.

- Telephone Base
- Telephone Stand
- Handset
- Handset Cord
- Line Cord
- Power Supply (Transformer)
- User Manual

If any of these items are missing, contact your seller.

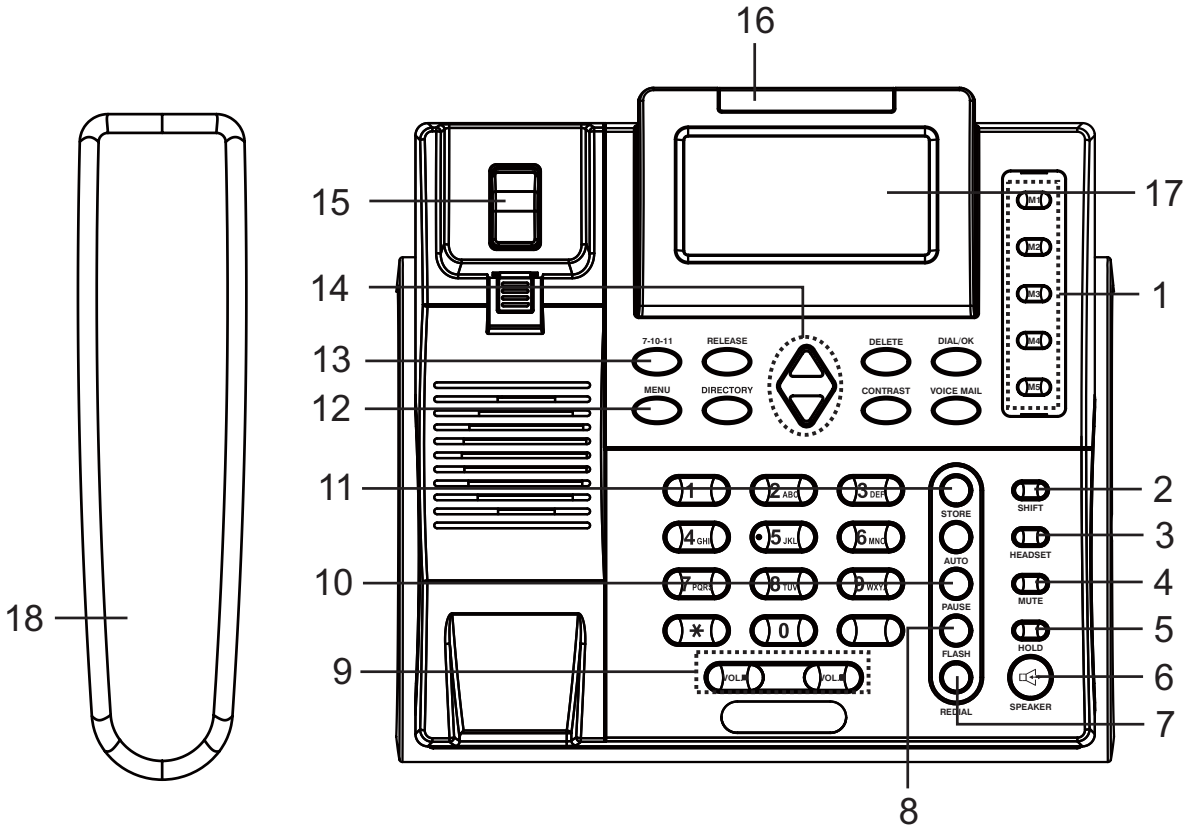
Installation - Wall

1. Remove the handset hook and reverse it so that it will hold the handset.
2. Plug the line cord into the LINE jack on the base of the telephone.
3. Plug the other end of the line cord into the telephone jack in the wall.
4. Plug the power supply into the power supply jack on the base of the telephone.
5. Plug the power supply into an AC wall outlet.
6. Mount the telephone on the wall jack. Be careful when routing the cords so as not to interfere with the mounting.
7. Plug the handset cord into the handset.
8. Plug the other end of the handset cord into the handset jack on the side of the telephone.
9. Hang the handset on the telephone.

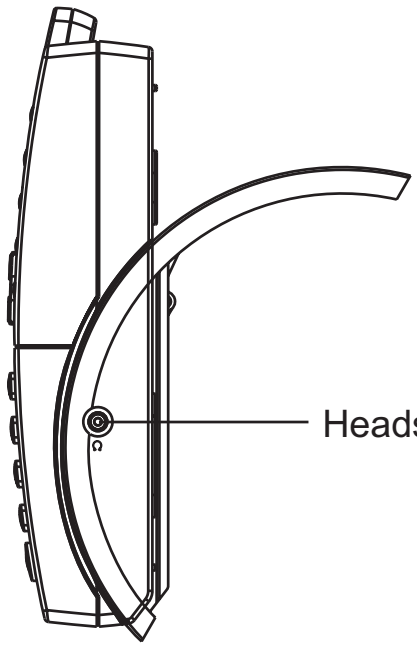
Installation - Desk

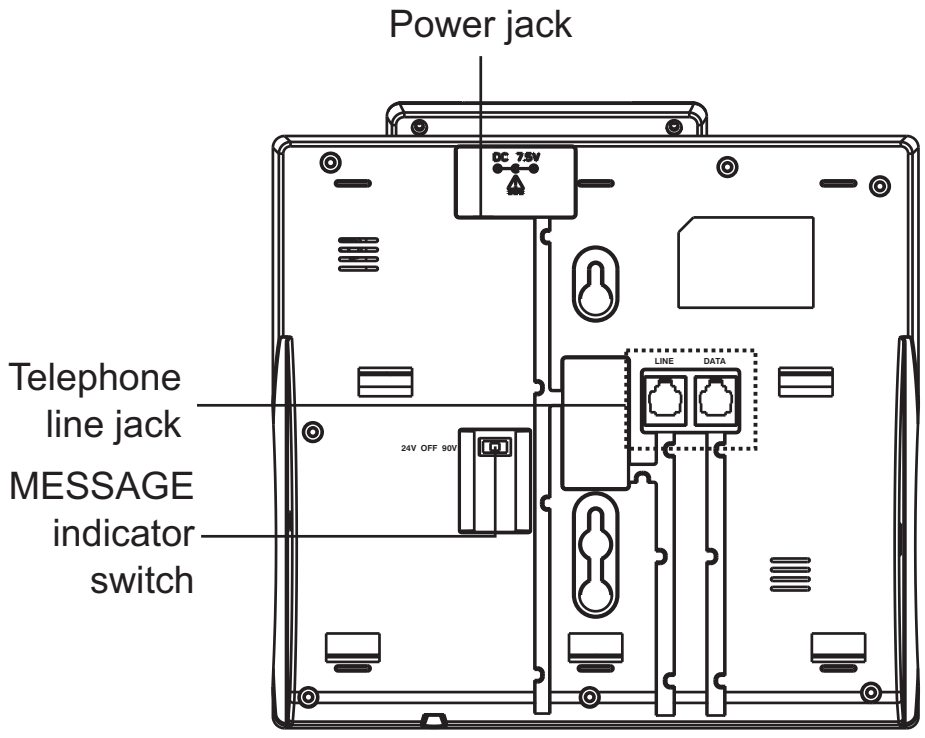
1. Mount the desk stand to the telephone.
2. Plug the line cord into the LINE jack on the base of the telephone.
3. Plug the other end of the line cord into the telephone jack in the wall.
4. Plug the power supply into the power supply jack on the base of the telephone.
5. Plug the power supply into an AC wall outlet.
6. Plug the handset cord into the handset.
7. Plug the other end of the handset cord into the handset jack on the side of the telephone.
8. Place the handset on the telephone.

LOCATION OF CONTROLS



1. Memory buttons (M1~M5)
2. Shift button
3. Headset button
4. Mute button
5. Hold button
6. Speaker button
7. Redial button
8. Flash button
9. Volume controls
10. **PAUSE** button
11. **STORE** button
12. **MENU** button
13. **7-10-11** button
14. Up & Down controls
15. Hook switch
16. MESSAGE/New Call Indicator
17. LCD display
18. Handset


Headset jack


Power jack
DC 7.5V
LINE
DATA
Telephone line jack
24V OFF 90V
MESSAGE indicator switch

FUNCTION BUTTONS

1. Ringer Volume Adjustment

While on-hook, press the **VOL-** and **VOL+** buttons to change the ringer volume. There are 4 levels plus OFF.

2. Redial Function

a. Go off hook (lift the handset, press **SPEAKER,** or press **HEADSET**)
b. Press **REDIAL** (the last dialed number will be dialed).

3. Enhanced Redial

The **REDIAL** button allows you to access the last 15 dialed numbers.

a. Press **REDIAL** (the last dialed number will be displayed)
b. Use the **UP** or **DOWN** buttons to select the desired number.
c. Go off hook (lift the handset, press **SPEAKER,** or press **HEADSET**)

4. Flash - Pressing **FLASH** produces an interruption of the line. This is normally used in conjunction with special features such as Call Waiting. If you do not have any special features, pressing **FLASH** may disconnect a call.

5. Pause - This is used during memory dialing to temporarily pause the dialing sequence.

6. Mute - This deactivates the handset, headset or speakerphone microphone. It allows you to talk without being heard by the distant party. To use this feature, press **MUTE**. The display will show "**MUTE**" and the MUTE button will light. To deactivate the feature, press **MUTE** again.

7. Memory Buttons - The 1210 has five Memory Buttons (M1 - M5). Each can store 2 telephone numbers.

a. Storing a number Must be done on-hook.
   i. Press **STORE.**
   ii. Dial the number to be stored.
   iii. Press **STORE.**
   iv. Enter the name to be stored and press **STORE**. Press **STORE** if you do not wish to enter a name.
   v. Use ▲ or ▼ to select the ring cadence for this number.
   vi. Press **STORE.**
   vii. Press the desired Memory Button. You may store an additional number in this location by pressing **SHIFT** and then pressing the Memory Button.

b. Editing a number It is not possible to edit a number. Simply store another number in this location.

c. Reviewing a number While on-hook, press the desired Memory Button to display the stored number. If no number is stored, the display will say "**MEMORY IS EMPTY**".

d. Dialing a Number
   i. Go off hook (lift the handset, press **SPEAKER**, or press **HEADSET**)
   ii. Press the desired Memory Button

e. Storing a Caller ID Record.
   i. While on-hook, press ▲ or ▼ until the desired number is displayed.
   ii. Press and hold **STORE** until the last digit begins to flash.
   iii. Press **STORE** two times.
   iv. Use ▲ or ▼ to select the ring cadence for this number.
   v. Press **STORE.**
   vi. Press the desired Memory Button.

8. Two-Touch Memory - Ten numbers can be stored in the two-touch memory.

a. Storing a number - Must be done on-hook.
   i. Press **STORE**.

ii. Dial the number to be stored.
iii. Press **STORE**.
iv. Enter the name to be stored and press **STORE**.
NOTE: If you do not wish to enter a name, press **STORE**.
v. Use ▲ or ▼ to select the ring cadence for this number.
vi. Press **STORE**.
vii. Press the desired button on the keypad (0~9).

b. Editing a number - It is not possible to edit a number. Simply store another number in this location.

c. Reviewing a number - Must be done on-hook.
i. Press **AUTO**.
ii. Press the desired keypad button. If no number is stored, the display will say "**MEMORY IS EMPTY**".

d. Dialing a Number
i. Go off hook (lift the handset, press **SPEAKER,** or press **HEADSET**).
ii. Press **AUTO.**
iii. Press the desired keypad button.

9. Directory - Up to 99 names and numbers may be stored in the Directory.

a. Storing a number Must be done on-hook.
i. Press **MENU**. The display will say **DIRECTORY**.
ii. Press **DIAL/OK**. The display will say **REVIEW**. Press ▲ or ▼ until the display says **ADD**.
iii. Press **DIAL/OK**.
iv. Dial the number to be stored up to 20 digits.
v. Press **DIAL/OK**.
vi. Enter the name to be stored and press **DIAL/OK**. Press **DIAL/OK** if you do not wish to enter a name.
vii. Use ▲ or ▼ to select the ring cadence for this number.
viii. Press **DIAL/OK**.
ix. Press **DELETE** to exit.

b. Editing a number - It is not possible to edit a number. Simply store another number in this location.

c. Reviewing a number - Must be done on-hook.
   i. Press **DIRECTORY.** The first directory entry will be shown.
   ii. Press ▲ or ▼ to see the other entries.
   iii. It is also possible to review a particular record by pressing the sequence number and then #. For example, to review the seventh number, press 7#.
   iv. If the number is more than 13 digits an arrow will show on the display. Press ▲ or ▼ to see the rest of the number.

d. Dialing a Number
   i. Press **DIRECTORY.** The first directory entry will be shown.
   ii. Press ▲ or ▼ until the desired entry is shown.
   iii. Go off hook (lift the handset, press **SPEAKER,** or press **HEADSET**). The number will be dialed.

e. Storing a Caller ID Record.
   i. While on-hook, press ▲ or ▼ until the desired number is displayed.
   ii. Press and hold **DIRECTORY** until the last digit begins to flash.
   iii. Press **DIAL/OK** two times.
   iv. Use ▲ or ▼ to select the ring cadence for this number.
   v. Press **DIAL/OK.** Display shows SAVE OK.
   vi. Press **DIAL/OK** two times.

f. Storing a dialed number. Any of the last 15 dialed numbers may be stored into the directory.
   i. Press **REDIAL.**
   ii. Press ▲ or ▼ until the desired entry is shown.
   iii. Press and hold **DIRECTORY** until the last digit begins to flash.
   iv. Press **DIAL/OK** two times.
   v. Use ▲ or ▼ to select the ring cadence for this number.
   vi. Press **DIAL/OK.** Display shows SAVE OK.
   vii. Press **DIAL/OK** two times.

g. Deleting a number.
   i. Press **DIRECTORY.**
   ii. Use ▲ or ▼ until the number is shown on the display.
   iii. Press **DELETE** once.
   iv. Press **DELETE** again to confirm.

10. Headset - A headset with a 2.5 mm plug can be connected to the 1210. The jack is on the right side of the phone. Use **HEADSET** to take the phone on and off hook while using the headset.

11. Mute - If you wish to speak without being heard by the calling party, press **MUTE.** To cancel this feature, press **MUTE** again. This works on handset, headset and speakerphone.

12. Hold - This places a call on hold. It can then be retrieved at this phone or any other phone connected to the same line. There are two hold modes: Normal and PBX. These are discussed in the Menu Settings.

13. Speaker - This button activates and deactivates the speaker phone.

14. Receiver or Speaker Volume Control - To adjust the receive volume in either the handset or speaker, press **VOL-** or **VOL+.** There are 8 steps of adjustment.

15. 7-10-11 - This button changes the format of the displayed number. Three formats are available:
7-Digit 7 Digit Telephone Number
10-Digit 3 Digit Area Code + 7 Digit Telephone Number
11-Digit 1 Digit Long Distance Code + 3 Digit Area Code + 7 Digit Telephone Number
Example: Assume the local area code is 662 and a 7 digit local number is displayed 555-1212.

Pressing the 7-10-11 button once will display the number plus area code: 662-555-1212.
Pressing the 7-10-11 button again will add the LDS code (usually 1): 1662-555-1212
Pressing the 7-10-11 button again will show the 7 digit number: 555-1212
Note: This assumes that an LDS code has been programmed into the telephone.

16. Release - To end a conversation, press **RELEASE** once. The phone will go on-hook for 1.5 seconds and then go off hook again to allow another call to be made.

17. Delete - This button is used in various programming actions to delete items. It is discussed in detail when it is used.

18. Dial/OK - This button is used in programming to accept a value and to dial out a displayed number.

19. Menu - This is discussed in detail in the next section.

20. Directory - This is discussed in Item 9.

21. Contrast - While on-hook press **CONTRAST** and then use ▲ or ▼ to adjust the display contrast. Press **CONTRAST** again to confirm.

22. Voice Mail - This dials the number for a voice mail service. Programming instructions are given in the following section.

23. Message Waiting/New Call Lamp - This lamp above the display will light to indicate a voice mail message. The 1210 is compatible with four types of message waiting: 90V, 24V, Frequency Shift Keying (FSK) and Stutter Dial Tone (SDT). Contact your telephone service provider to determine the type of message

waiting. For 90V or 24V the type of message waiting is selected with a switch underneath the phone. FSK or SDT message waiting will be detected automatically. For these types of message waiting, the switch should be in the OFF position. If the phone is connected directly to a telephone line, the switch should be in the OFF position. This lamp will flash to indicate a new call. To stop the flashing use the ▲ or ▼ to review the calls.

MENU OPERATIONS

Many of the settings of the 1210 are controlled from the menu. To access the menu, press **MENU** while the phone is on-hook. The various menu settings are discussed in detail below.

1. Directory - This is covered in the previous section Item 9.

2. Factory Reset - When this is displayed, press **OK** and then press **OK** to confirm. This will restore the phone to the original settings. All memory and CID records will be lost.

3. Pause Time - Press **OK** to display the current pause time value. Use ▲ or ▼ to adjust the time. This can be adjusted in 100 mSec intervals from 1 to 5 seconds. Press **OK** to confirm.

4. Ringer Suppress - If this is selected, the phone will not ring until after Caller ID is displayed. The first ring will be suppressed. To select this feature, press **OK** and then use ▲ or ▼ to toggle between OFF and ON. Press **OK** to confirm.

5. Voice Mail - This allows you to enter a number to access your voice mail. This number will be dialed when the **VOICE MAIL** button is pressed.

a. When **VOICE MAIL** is displayed, press **OK**. **VOICE NUMBER** will be displayed.
b. Press **OK.**
c. Enter the phone number for your voice mail.
d. Press **OK.**
e. Press **DOWN. VM PASSWORD** will be displayed.
f. Press **OK.**
g. Enter the password (PIN) for your voice mail.
h. Press **OK.**
i. Press ▼. **# 3 SEC PAUSES** will be displayed.
j. Press **OK.**

k. Enter the number of 3 second pauses to be inserted between dialing the voice mail number and the PIN. For example, if you enter 2 here, the phone will pause 6 seconds.
l. Press **DIAL/OK**.
m. Lift the handset to end programming.

6. Set SDT - The 1210 can respond to Stutter Dial Tone Message Waiting. If this is set to ON, the phone will go off hook briefly after every call to check the dial tone. If it is stuttered, the message lamp will be lit. To select this feature, press **OK** and then use ▲ or ▼ to toggle between OFF and ON. Press **OK** to confirm.

7. Hold Mode - The 1210 has two hold modes: NORMAL and PBX. In Normal mode, the **HOLD** button will place the phone on local hold. This call can be retrieved from any phone connected to the line. In PBX mode, the **HOLD** button can be programmed to dial a code to place the call on PBX hold. Please note there is no hold indication in PBX mode. To select this feature, press **OK** and then use ▲ or ▼ to toggle between NORMAL and PBX. Press **OK** to confirm.

8. Set Access Code - This is a number that is dialed to access an outside line when the phone is used behind a PBX.
a. Press **OK.**
b. Dial the access code (up to 4 digits).
c. Press **OK** to confirm.
d. Press ▲ or ▼ to continue with programming.

9. Date Format - This selects the format used to display the date. To select this feature, press **OK** and then use ▲ or ▼ to toggle between MM-DD (Month-Day) and DD-MM (Day-Month). Press **OK** to confirm.

10. Hour Format - This selects the format used to display the time. To select this feature, press **OK** and then use ▲ or ▼ to toggle

between 12 hour and 24 hour format. Press **OK** to confirm.

11. Set Flash - This selects the length of time for the flash. To select this feature, press **OK** and then use ▲ or ▼ to toggle between 600mSec, 300mSec, 120mSec, and 100mSec. Press **OK** to confirm. Note that 600mSec is the standard time for North America.

12. Set Area and LDS - This sets the local area code and the code used to dial a long distance number. These values are used in conjunction with the 7-10-11 button.

a. Press **OK.**
b. Enter the area code using the keypad. Do not press **OK.**
c. Enter the LDS code. This is 1 for North America.
d. Press **OK.**
e. Press ▲ or ▼ to move to the next item.

13. Set Language - The 1210 supports English, French and Spanish. To select this feature, press **OK** and then use ▲ or ▼ to select a language. Press **OK** to confirm.

14. Set Time and Date - This allows manual entry of the date and time. Please note that Caller ID will set these values. If you have CID service, skip this step.

a. Press **OK.**
b. Enter the time and date using the keypad. The setting sequence is hour, minute, month, day, and year. Use the * key to delete any incorrect values. After setting the year, the day of the week will be set automatically.
c. Press **DELETE** to exit.

15. LCD Contrast - There are four values of LCD contrast from 1 (Lightest) to 4 (Darkest). To select this feature, press **OK** and then use ▲ or ▼ to select a contrast value. Press **OK** to confirm.

16. Set Ring - The 1210 has 5 ringer cadences and 4 ringer volumes plus OFF.

a. Press **OK**. Display says **RING TYPE.**
b. Press **OK**. The phone will ring with the selected ring type.
c. Use ▲ or ▼ to select a ring type.
d. Press **OK**.
e. Press ▲. Display says **RING VOLUME.**
f. Press **OK**.
g. Use ▲ or ▼ to select a ring volume.
h. Press **OK.**
i. Press **DELETE** twice to exit.

CALLER ID INFORMATION

A caller ID record consists of the following information:

Total number of New Calls

Time and Date

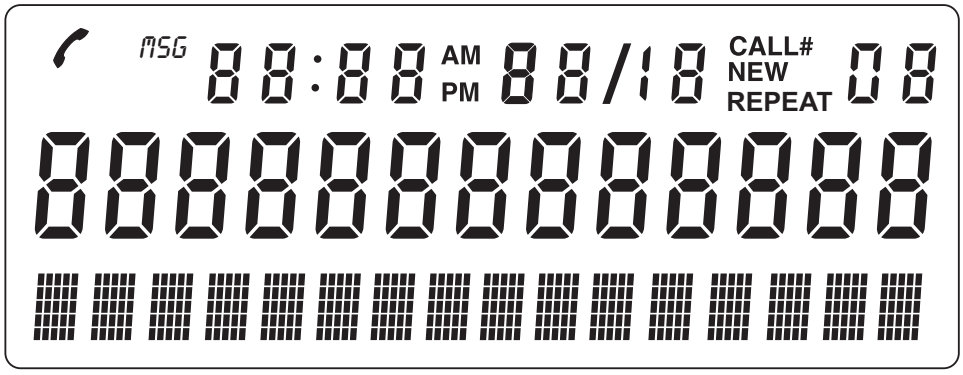
Total number of Calls

Caller's Name and Number

Week day

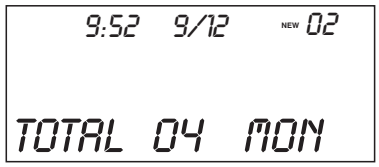
* Note that this feature requires caller ID service from your telephone company.

DISPLAY MESSAGES

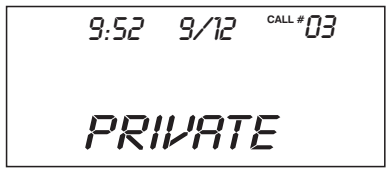


In addition to the Message Waiting light, an icon will appear in the display whenever there are messages. This icon is "**MSG**". It will remain until all messages have been cleared. The display will also show MESSAGE WAITING at the bottom if there is a message. Note that this requires voice mail service from a service provider.

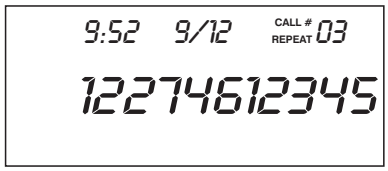
TOTAL and NEW CALLS - The total calls are displayed at the bottom of the screen. New calls are displayed at the top right.



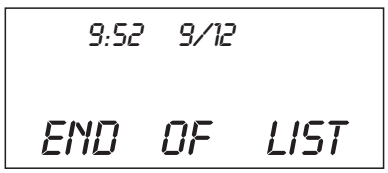
PRIVATE - If a caller has prevented his name and number from being sent, the display will show **PRIVATE**.



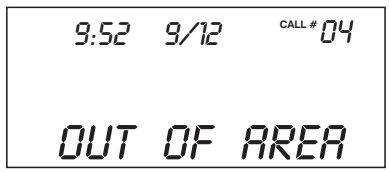
REPEAT - If a number calls more than once, **REPEAT** will appear in the upper right of the screen.



END OF LIST - This message is displayed when the end of the CID list has been reached with the ▲ or ▼ arrow.



OUT OF AREA - This message will display when a call is received from an area which is not providing caller ID information.



CALLER ID SYSTEM OPERATION

Note that a subscription to caller ID service is required.

New Call Indicator - The display will show **NEW** until all new calls have been reviewed.

Review Call Records - Use ▲ or ▼ to scroll through the caller ID records. If the number is longer than 13 digits, an arrow will show in the right corner of the LCD. Use ▲ or ▼ to show the other digits. Use ▲ or ▼ again to move to the next record. Records may be reviewed quickly by holding ▲ or ▼ for approximately 3 seconds. At the end of the records, the display will show **END OF LIST**.

Save Call Records - The phone stores 99 CID records. It drops the oldest record to make room for new calls. Save specific calls by deleting unnecessary call records.

Delete Single Numbers or All Records - While on-hook use ▲ or ▼ to select the number to be deleted. Press **DELETE**. The LCD will show **DELETE?**. Press **DELETE** again to confirm. To delete all records, press and hold **DELETE** for 6 seconds. The LCD will show **ALL DELETE?**. Press **DELETE** to confirm.

Call Back from Caller ID
Off-Hook
1. Go off-hook.
2. Use ▲ or ▼ to select the number to be called.
3. Use **7-10-11** to modify the number format if necessary.
4. Press **DIAL/OK**.

On-Hook

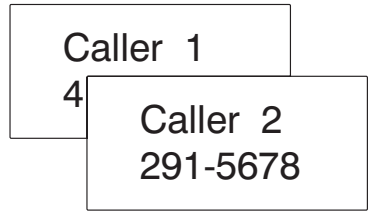
1. Use ▲ or ▼ to select the number to be called.
2. Use **7-10-11** to modify the number format if necessary.
3. Press **DIAL/OK**.

CALLER ID ON CALL WAITING

When you subscribe to this feature from the telephone company, the LCD will display the name and number of a second caller while you are on a call.

Caller ID info displayed

Caller two's information is displayed



Use the **FLASH** button to answer the second call.
Use the **FLASH** button again to return to the first call.

TROUBLESHOOTING

If you have problems with your phone, please check below for helpful hints:

BLANK OR FAINT SCREEN	● Check line cord and adaptor. ● Check Contrast setting.
CALLER ID DOES NOT WORK	● Be sure your caller ID service is active. ● Do not answer the phone before two rings. ● If the problem continues, contact the telephone company.
PHONE WILL NOT RING	● Be sure the ringer is not off. ● There may be too many devices connected to the phone line. Remove all other phones and see if this phone will ring. If so, add devices back one by one to find the problem unit.
NO DIAL TONE	● Verify that the line cord is connected. ● Verify that the line cord connection is correct and tightly secured.
NO CHARACTERS ON DISPLAY	● Check power adapter.

DEFAULT SETTINGS

1. Date Format: MM-DD
2. Hour Format: 12 Hour
3. Time Format: Month-Day-Year
4. Flash Time: 600 mSec
5. Pause Time: 3.6 Sec
6. SDT: Off
7. Hold: Normal
8. Language: English
9. Ringer Suppress: Off
10. LCD Contrast: 2
11. Ring Type: 2
12. Ring Volume: 3
13. Handset Volume: 3
14. Speaker Volume: 3
15. Msg Switch: Off